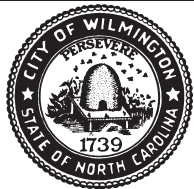




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Special Report

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### What if I have extra trash?

Some customers might have extra trash during this transition, therefore, no orange extra trash stickers will be required between April 19-30, 2010. After May 3, any household trash that does not fit into your closed trash cart without an orange extra sticker will not be collected.

Extra household trash that does not fit into your cart requires a \$1.16 orange sticker. Stickers can be purchased at the Billing and Collection Office at 305 Chestnut Street, or by calling the city at 341-7875. Customers may choose from a small or large cart.

In order to be more efficient, the city works with the Cape Fear Public Utility Authority to combine billing for trash pickup, stormwater services and water/sewer fees into one bill. The city provides trash/recycling pickup and stormwater services; the authority provides water/sewer services. To sign up for trash service, contact:

Cape Fear Public Utility Authority  
235 Government Center Drive  
Wilmington, NC 28403  
(910) 332-6550, or visit [www.cfpua.org](http://www.cfpua.org)

This report was produced by the City of  
Wilmington Public Services Department.

Department Director  
Solid Waste Superintendent  
Solid Waste Manager  
GIS Analyst

Richard King  
Bill Reed  
Dave Bundick  
Grace Morrison



Did you know the city picks up yard waste and bulky items such as couches or refrigerators at no extra charge? Please help us provide good service by following these guidelines:

#### Yard waste

- Yard waste is collected the same day as your trash and recycling.
- Large piles of yard waste will be picked up separately and may not be collected on the same day as your regular trash.
- Burning debris is not allowed.
- Limbs for pickup may be no longer than 4 feet and no more than 6 inches across.
- Place debris along the curb away from mailboxes, fire hydrants, drains, etc.
- Small debris such as leaves and pine cones should be placed in containers or bags.

#### Bulky items

Bulky items, such as furniture or appliances, will be picked up at no additional cost to city customers, but this service must be scheduled in advance. If you have a large item, call Solid Waste at 341-7875.

# WILMINGTON NORTH CAROLINA

City of Wilmington Special Report

Spring 2010

## Fast Facts

### Trash

In 2009, the city picked up 25,855 tons of trash - that's the same as 13 miles of trash trucks stretched bumper to bumper.

### Recycling

In 2009, the city picked up 10,800 tons of recycling. More than 50% of city trash customers recycle. You could too - just call 341-7875 to get a free recycling bin.

### Service ranks high

- The city's trash pickup was among the most highly rated services evaluated in a recent citywide survey.
- Two years after the city began picking up trash across the city, complaints dropped by 78%.



[www.wilmingtonnc.gov](http://www.wilmingtonnc.gov)

## City making trash pickup routes more efficient

Your trash pickup day may change - read here to learn more

The city is changing the day trash, recycling and yard waste is picked up for many of our customers in order to be more efficient and save money.

Beginning April 19, the pickup day for just over 60% of city trash customers will change. In order to make this transition as smooth as possible, please read the information in this newsletter.

#### Why is my pickup day changing?

Over the last four years, the city began collecting trash and recycling for customers in the city that used to be picked up by private companies.

Now the city has 30,000 customers and picks up trash for all homeowners in the city, except for a few homes on private streets.

### Look inside to see what day your trash will be picked up.

Even as the city began to pick up more trash over those four years, we did not change pickup days because we did not want to confuse customers or cause any inconvenience.

However, now that the city is collecting trash across the city, we need to consolidate our routes to be more efficient (*see maps inside*). This change is expected to save approximately \$260,000 each year.

#### When will my trash be picked up?

Not everyone's pickup day will change. The map on the inside of this newsletter shows an overview of the new pickup days. Customers may also visit the city's website at [wilmingtonnc.gov/routes](http://wilmingtonnc.gov/routes) to check their collection day or call the "new routes" hotline at 341-0226.



## Highlights of city trash service

This is what the city's basic monthly trash fee gets you:

- Trash pick up once a week
- Recycling pickup once a week
- Yard debris pickup once a week
- Bulky item pickup by appointment

Recycling, yard debris and bulky items are all picked up at no extra charge. Want to recycle? Call the city at 341-7875 to get your free bin.





## New pickup days

Not everyone will experience a change in their pickup day. These maps show an overview of the old and new pickup days.

Customers may also visit the city's website at [wilmingtonnc.gov/routes](http://wilmingtonnc.gov/routes) to check their collection day or call the city's "new routes" hotline at 341-0226.

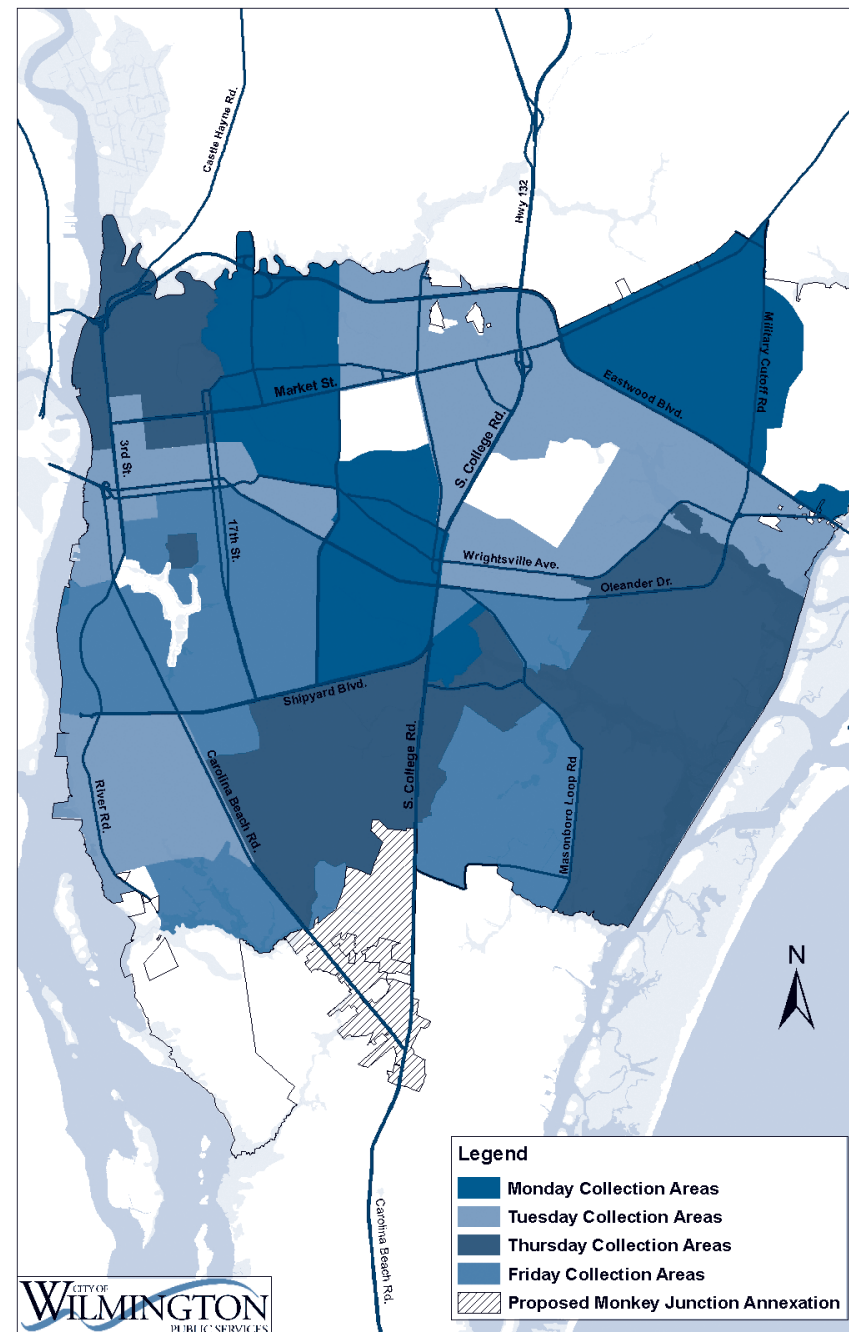
Trash, yard waste, recycling, appliance and bulky collection will now all be collected on the same day. All of these services are included in your regular monthly fee – there is no additional charge for any of these items.

Although bulky items will be collected on the same day as trash, yard waste and recycling, customers will still need to contact the city's Solid Waste Division at 341-7875 to set up an appointment for collection.

### Is anything else changing?

Even if your trash pickup day doesn't change, the time of day your trash will be collected may change, so be sure to have items at the curb by 7:30 a.m.

## Old trash pickup routes

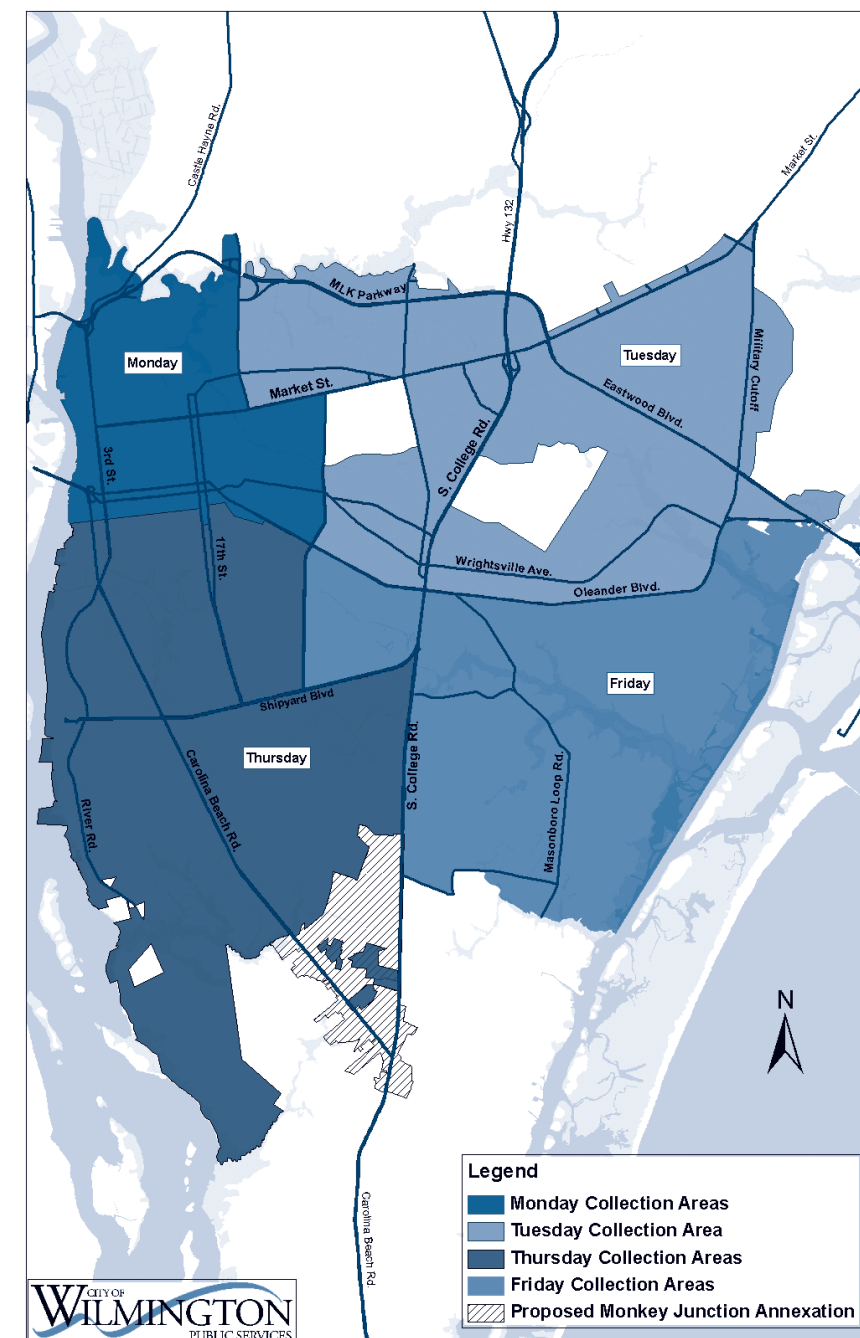


## Customers who have trash pickup twice a week.....

A few customers have trash picked up twice a week at an additional charge.

- If your new day is Monday; second pickup day is Thursday
- If your new day is Tuesday; second pickup day is Friday
- If your new day is Thursday; second pickup day is Monday
- If your new day is Friday; second pickup day is Tuesday

## Pickup routes starting April 19, 2010



## Let's make it easy.....

The city's Solid Waste Division offers several services. Here's how to make it easy:

- Trash for collection should be placed at the curb by 7:30 a.m. on your pickup day.
- Recycling is collected on the same day as your trash at no extra charge.
- Bulky items such as appliances and furniture are collected at no additional charge as part of your regular trash service, by appointment only.
- To get a recycling bin or request a bulky item pickup, call 341-7875.



## You can recycle too

The city's recycling program is provided at no extra charge as part of your trash collection. Recycling is picked up on the same day as your regular trash and yard waste.

Place your recycling bin along with your trash at the curb by 7:30 a.m. There is no need to sort recyclables, but please remove tops and lids from bottles, jars and plastic containers.

### What Can I Recycle?

- tin food cans
- glass bottles & jars
- aluminum beverage containers
- newspaper
- plastic containers #1-7
- magazines, brochures, junk mail
- white, colored or computer paper
- paper bags, file folders
- catalogues less than 2 inches thick
- brochures, junk mail, paper bags
- books with soft covers (phone books)
- cardboard boxes flattened
- cereal and food boxes

Sorry, the city does not recycle plastic grocery bags, microwave trays or Styrofoam. Grocery bags can be taken to local supermarkets for recycling.

### Call 341-7875 for a recycling bin.

Your bin will be delivered to you absolutely free.